



Solid Waste Resource Guide



Garbage

Recycling

Bulky Waste

Yard Waste

**Household
Hazardous Waste**

**Apartments &
Condos Garbage &
Recycling Services**

**Business Garbage
& Recycling Services**

GENERAL INFORMATION

For the latest information, call the Customer Care Center at **704.920.5555** during regular business hours or go to Concord's website at **concordnc.gov**.

Approved Roll-out Carts

- **All waste and recyclables must be placed in City-provided, approved roll-out carts.**
- Roll-out carts are property of the City and assigned to your address. Leave all roll-out carts at the residence if you move.
- Do not damage or deface assigned roll-out carts.



Proper Cart Placement

- Position wheels away from the street.
- Do not block driveways or sidewalks.
- Place the roll-out carts **at least 2 feet** apart and 2 feet from obstructions that may interfere with cart pick up (i.e. mailboxes, fire hydrants, parked cars, etc.).



Holiday Schedule or Adverse Weather Schedule Information

- Holidays often result in changes in collection day and cart set-out date. Holiday collection schedules are available on the City web site.
- When icy roads make it unsafe for collection trucks to travel on residential streets, collection services can be suspended out of concern for public safety. Collection will resume once road conditions are safe and will proceed in a pattern that causes the least disruption and inconvenience to customers.
- The City's Connect CTY phone messaging system is used to alert customers of changes in collection schedules. If you don't already subscribe to this service, you can register on the City web site where you will also find daily updates on collection status.

Rear Yard Collection Service

- Rear yard collection service for garbage and recycling is available for customers who are physically unable to place their roll-out carts at the curb, and no person who is physically able resides or is employed in the home.
- A statement from your physician verifying your impairment may be required to receive rear yard service.
- Multiple cart customers are not eligible for rear yard collection service.
- All garbage must be in tied plastic bags before placing into the roll-out garbage cart.
- All recyclables must be in tied, clear plastic bags before being placed into the roll-out recycling cart (for rear yard collection service only).
- If you are physically unable to place your roll-out carts at the curb, call 704.920.5555.

GARBAGE

No Fee. No advanced scheduling necessary. Weekly collection occurs between **7:00 am** and **7:00 pm** on your designated day.



Place cart out between 5 pm day before and 7 am day of collection



Retrieve cart by 9 pm collection day

- Residents are provided one green roll-out garbage cart per household. Residents who recycle will find one garbage cart adequate. If all your garbage will not fit into your green roll-out, you must rent 1 or 2 additional brown roll-out carts for a fee. To learn more call 704.920.5555.

Bag All Waste

- All garbage must be in tied plastic bags and fit within roll-out carts with the lid closed.
- Bags outside the garbage roll-out cart are prohibited and will not be picked up.**
- Litter occurring while emptying roll-out garbage carts with unbagged garbage is householder's responsibility and will result in enforcement action.



Disposal of Paints

- We encourage citizens to recycle used paint at the Cabarrus County Household Hazardous Waste (HHW) Facility. (See *HOUSEHOLD HAZARDOUS WASTE* [page 9] for more information)
- Do not place paint cans in your garbage or recycling roll-out carts.**
- Oil based paint will not be collected under any circumstances.** These paints, which require paint thinners to clean brushes, must be taken to the HHW Facility for reuse or proper disposal.
- Latex paint can be dried and placed at the curb for collection. Latex paint cans can be left open in a secure location

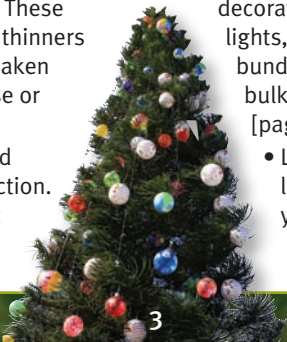
and allowed to air dry over several weeks. Alternatively, absorbent material (i.e. kitty litter, shredded paper, or sawdust) can be added to the can to accelerate drying. Once all liquid is absorbed, place your paint can at the curb with the lid opened for inspection. The garbage collector will remove the dried paint cans following inspection.

Disposal of Dangerous Items

- Dangerous garbage items:** All dangerous items such as broken glass, light bulbs, and sharp pieces of metal must be securely wrapped to prevent injury to collection personnel. Placing these items in paper or plastic bags is not considered adequate protection.
- Hypodermic instruments:** All discarded hypodermic syringes or needles should be rendered inoperable and placed into a hard plastic safety container, milk jug, or coffee can with a lid to avoid the possibility of causing injury to collection personnel before placing them into your roll-out garbage container.

Christmas Holiday Collection Exceptions

- Extra bags are allowed outside your roll-out cart beginning the day following Christmas until Friday of the next full week following New Year's Day.
- Most wrapping paper and gift boxes are recyclable (see *RECYCLING* [page 4] for more information).
- Artificial Christmas trees and holiday decorations are garbage; remove lights, ornaments and the stand and bundle all the pieces together as bulky waste (see *BULKY WASTE* [page 6] for more information).
 - Live Christmas trees and other live greenery are collected with yard waste (see *YARD WASTE* [page 8] for more information).



RECYCLING



For more information on residential curbside recycling, visit concordnc.gov or call Customer Care Center at **704.920.5555**.



How to Obtain a Recycling Cart

- If you are a City of Concord resident, recycling roll-out carts are free, just call 704.920.5555.
- If you are a business, call 704.920.5361 to learn about City recycling services available to you. (see *BUSINESS* [page 10] for more information)

Properly Prepare Your Recyclables

- Rinse, flatten (if possible) and remove lids. Larger plastic lids are recyclable, but please discard small plastic bottle caps. Do not bundle or bag. Labels are OK to leave on.
- Recycling is collected every-other-week on your regularly scheduled garbage day.

Yes! Put these Items in Your Roll-Out Recycling Cart

- Empty Aerosol Cans (no paint cans)
- All Plastics (no Styrofoam, bags, or wrap)



- Wide-Mouth Plastic Containers & Lids
- Rigid Plastic Containers & Small Plastic Toys
- Milk & Juice Cartons, & Juice Boxes
- Shredded Paper (placed in clear bags)
- Aluminum Cans, Steel Cans, & their Lids
- Glass Bottles & Jars
- Cereal & Food Boxes
- Gift Boxes, Shoe Boxes, & Small Cardboard Boxes (flattened and placed into Cart)
- Large Cardboard Boxes may be flattened and stacked next to your recycling cart.
- Mixed Paper, Newspapers with Inserts, & Junk Mail
- Paperback Books
- Magazines & Phonebooks
- Spiral Paper Cans (with plastic lids detached)
- Gift Wrapping Paper (without foil backing)



No! Do NOT put These Items in Your Roll-Out Recycling Cart

- Plastic Bags, Plastic Film, or Plastic Wrap (recycle shopping bags at participating stores)



- Pizza Boxes (or other cardboards with food residue)



- Styrofoam



- Caps (only wide-mouth plastic & steel can lids can be recycled)



- Audio & Video Cassettes, or Photographic Film



- CDs & DVDs



- Rubber or Tires



- Paint Cans (See *GARBAGE - Disposal of Paints* [page 3] for more information)



- Household Glassware



- Compact Fluorescent Light (CFL) Bulbs and Fluorescent Tubes (Accepted at Cabarrus County HHW - from residential customers only)



- Clothing (or other fabric)



- Household Garbage



- Gift Wrapping Paper with Foil Backing



- Aluminum Foil

- Any Pesticides, or Herbicides, or Oil Containers

Recycling Centers

For a complete list of items accepted at the recycling centers, go to:
www.co.cabarrus.nc.us/waste/recycling.html

In addition to curbside recycling, items can be dropped off at one of these recycling centers:

Cabarrus County Landfill Recycling Convenience Center

4441 Irish Potato Road, Concord
 M – F 8:00 am - 5:00 pm
 Sat 8:00 am - 2:00 pm

HHW Facility Recycling Convenience Center

246 General Services Drive
 Concord
 M – F 8:00 am - 5:00 pm

Additional items accepted:

- Used Motor Oil & Oil Filters
- Automotive Batteries
- Scrap Metal (bicycles, aluminum siding, metal ducts, copper pipes, power equipment – drained, and more)
- Appliances
- Electronics
- Used Tires (max 5 per load)

(See *HOUSEHOLD HAZARDOUS WASTE* [page 9] for more information)

BULKY WASTE

ADVANCED SCHEDULING IS NOW REQUIRED!

Advanced scheduling is required for all bulky waste, electronic waste, scrap metal, old appliances, tires, and construction or demolition debris.

Call **704.920.5555** a minimum of two work days in advance to schedule a collection.



- Bulky waste refers to items too large to fit into roll-out carts, including furniture, appliances, scrap metal, tires, and construction or demolition debris.

- Please consider donating your slightly used but serviceable items to a needy person or charity.
- Place bulky items 2 feet from your roll-out garbage cart and away from low overhead lines, parked cars, or other impediments.

Electronic Waste

- The State of North Carolina has banned electronic waste (e-waste) from N.C. landfills. Please call for pickup.
- E-waste includes
 - Televisions
 - Computers and computer components such as printers, keyboards, etc.
 - Anything with a circuit board such as electronic games, cell phones, radios, stereo systems, etc.



Scrap Metal & Old Appliances

- Freezers & refrigerators (remove all food items), unit air conditioners, and other Freon containing appliances.
- Stoves, ranges, dishwashers, washing machines, clothes dryers, water heaters, and other similar household appliances.
- Bicycles, metal tools, wheelbarrows, tire rims (tires removed), old lawn mowers (remove oil drain plug and gas cap), large metal items (i.e. disassembled swing sets), and other metal items not requiring lift equipment.



Tires

- Maximum of 4 auto or pickup truck-sized (or smaller) tires per week per residence.
- Tires must be removed from rims.



Construction & Demolition Debris

- Must not exceed 4 cubic yards or obstruct the street or sidewalk when placed at the curb.
- Remove nails or bend flush with surface of wood to protect collectors and pedestrians from injury.
- Place loose material such as drywall, insulation, etc. in clear plastic bags or in open cardboard boxes.
- Secure all materials to prevent scattering of litter.
- Individual bags or boxes are limited to 35 pounds.
- A combination of bulky waste and 4 cubic yards construction debris not to exceed 10 cubic yards may be placed curbside for collection without cost. (see *Large Quantities of Bulky Waste* [page 7])



- Construction debris greater than 4 cubic yards in volume must be placed in a large rented construction debris container for disposal at householder's expense.

Large Quantities of Bulky Waste

- For the collection of more than 10 cubic yards of bulky waste, or more than 4 cubic yards of construction debris, citizens must schedule and pay for a 20 Cubic Yard construction debris container.
- A reduced rate is available if scheduled through Concord Customer Service or the Customer Care Center. Advanced payment is required.
- Call 704.920.5555 to schedule and pay for this service.



How to Recycle Wooden Pallets, Used Oil, & Oil Filters

- Small quantities of wooden pallets can be recycled by Cabarrus County residents at the following locations:

Cabarrus County Household Hazardous Waste Facility (HHW)

246 General Services Drive SW, Concord
www.co.cabarrus.nc.us/waste/hazardous.html
 704.920.EARTH (3278)

Cabarrus County Landfill

4441 Irish Potato Road, Concord
 704.920.2950
www.co.cabarrus.nc.us/waste/residential.html

- Used oil and oil filters can also be recycled at the HHW, as well as many of the retail locations that sell these items.
- Drain oil filters into your used oil container for at least 24 hours before taking them to the recycling center.
- Do not place used oil filters into your garbage or recycling roll-out cart.

NO! These Items are NOT Collected at the Curb

- **Hazardous Waste** (undried paint, paint remover, solvents, gasoline, kerosene, pesticides, herbicides, motor oil, brake fluid, antifreeze, batteries, fluorescent tubes, and compact fluorescent bulbs)
- **Railroad Ties**
- **Automobile Engines, Transmissions, Auto Body Parts** (or other vehicle components)
- **Unsecured Glass**
- **Compressed Gas Cylinders**
- **Dead Animals over 100 pounds** (Animals weighing less than 100 pounds can be bagged and placed at curb. Larger animals must be disposed of by their owners. Call 704.920.5555 for pick up.)
- **Drums** (unless both ends are removed to verify no liquid or residue is present)
- **Dirt and Rocks**
- **Brick, Block, or Concrete**
- **Stumps**
- **Asbestos Insulation**
- **Pallets**



If you are unsure of how to discard an item, call 704.920.5555.

YARD WASTE

Consider backyard composting. Leaves, grass clippings, and plant material make excellent compost that will enrich your garden and save tax dollars.

- **NEVER place yard waste in your garbage cart.** It is illegal to dispose of yard waste in an NC landfill. Roll-out carts with yard waste will not be emptied.
- Grass clippings, tree and shrubbery trimmings, and leaves must be placed in untied, clear plastic or biodegradable paper bags weighing less than 35 pounds. **NO dark or opaque plastic bags are permitted.**
- Limbs longer than 6 feet or greater than 12 inches in diameter are prohibited and will not be collected.
- Personal containers clearly marked "YARD WASTE ONLY" and weighing less than 35 pounds when full may be used. The City is not responsible for missing, stolen or damaged containers.
- Live Christmas trees and other live greenery are recyclable as yard waste. Remove tree stands, lights, ornaments, and tinsel; then place your tree curbside with other yard waste.
- Artificial Christmas trees and decorations are garbage and should NOT be placed along with yard waste.

Why Clear Bags Only?

- Clear bags allow crews to verify contents, and confirm that no garbage or other prohibited items are inside the bag.
- Clear, untied bags help slow down the decomposition of yard waste and prevent odors or liquids from becoming health hazards.



Yard Waste Placement & Restrictions

- Do not block sidewalks or traffic lanes, or place yard waste below low-hanging power or phone lines. Yard waste should be placed 2 feet from vehicles, utility poles, and other structures.
- Any yard waste generated by someone other than the resident will be collected by the City for a fee charged to the owner or occupant.
- If you are told, "*The City will pick this up for nothing,*" call 704.920.5555 before placing yard waste curbside for collection.



Loose Leaf Season

- Loose leaves are collected curbside October through February according to the published schedule.
- Loose leaf collection schedules are announced in September. Watch for the schedule in your utility bill.
- Do not mix limbs, rocks, or other material with your leaves. Contamination can damage collection equipment or injure crew members or bystanders.
- Bagging leaves is not required; however properly bagged leaves are collected year-round on your scheduled collection day.
- Leaves left at curb after loose-leaf season ends must be placed in clear plastic bags.
- Unbagged leaves after loose leaf season will be subject to collection fees starting at \$150.

HOUSEHOLD HAZARDOUS WASTE (HHW)

For a complete list of accepted materials and operating hours, go to:
www.co.cabarrus.nc.us/waste/hazardous.html or call **704.920.EARTH** (3278).

- Cabarrus County operates and manages the HHW facility. Services are available to residential customers only.
- Latex and spray paint are available to the public free of charge at the HHW Paint Swap Shop.



Hours of Operation

- HHW will accept household hazardous materials ONLY on these days/times:
 - 1st Wednesday of each month
8:00 am – 4:00 pm
 - 3rd Saturday of each month
8:00 am – 1:00 pm

Facility Location

- 246 General Services Drive SW
Concord

Directions

- From the intersection of Hwy 49 and Hwy 601, head south on Hwy 49. Turn right onto General Services Drive (just past Terminal Trucking). The facility is at the end of the road. Please follow traffic signs.

Yes! These are Examples of Materials Accepted

- Paint
- Pesticides, Herbicides, & Rat Poison
- Brake Fluid, Antifreeze, Gasoline, Kerosene, & Used Motor Oil
- All Batteries
- Lacquer, Wood Preservative, Nail Polish, Metal Polish, Polish Remover, Paint Stripper, & Paint Thinner
- Moth Balls
- Solvents, Degreasers, Spot Removers, Kitchen Cleaners, Oven Cleaner, Bathroom Cleaners, Upholstery Cleaners, Drain Cleaners, Furniture Polish, Tile Cleaners, & Powder Cleansers
- Spray Cans
- Pool Chemicals
- Fluorescent Bulbs & Tubes
- Mercury Thermometers
- E-Waste: Computers, TVs (there may be a fee associated with e-waste - call or visit the website to learn more)

No! These Items are NOT Accepted

- Trash
- Ammunition
- Explosives, Fireworks, & Flares
- Fire Extinguishers
- Medical Waste & Drugs
- Gas Cylinders (except 16 oz. propane cylinders)
- Radioactive Materials
- Commercial Waste
- Unknown Chemicals
- Smoke Detectors (send them back to the manufacturer - contact the manufacturer or visit the HHW website for more information)

APARTMENTS & CONDOS

CONDOMINIUMS

- Condominium garbage and recycling services follow the same guidelines as multi-family housing described below. Call the Customer Care Center 704.920.5555 for more information.

MULTI-FAMILY HOUSING

- Multi-family housing includes any apartment or group of apartments, townhomes, or condominiums, having 6 or more dwellings. Developments, including duplexes and/or other multiple dwelling units, that take indirect access from a public right-of-way and collectively exceed 5 dwelling units total, are classified as a commercial multi-family development for waste disposal purposes regardless of the number of parcels occupied, the configuration of property or zoning lines, or the number of owners.
- Housing complexes with 5 units or less and not classified as multi-family housing (above) will be serviced with the same guidelines and restrictions as residential garbage and recycling customers.
- Multi-family housing (as defined on left) with 6 or more units are classified as commercial enterprises and are required to utilize dumpsters and pay for container rental, waste disposal, and recycling services.
- Multi-family housing complexes do not receive City-provided yard waste, bulky waste, building material, garbage, or recycling services.
- The City will provide technical assistance in implementing a recycling program. The cost to implement and maintain a multi-family housing recycling program will be entirely the expense of the Multi-Family Housing complex's owner/manager.
- Multi-family housing complexes can request bulky item removal by the City for a fee. Please call 704.920.5555 for more information or to schedule a collection.

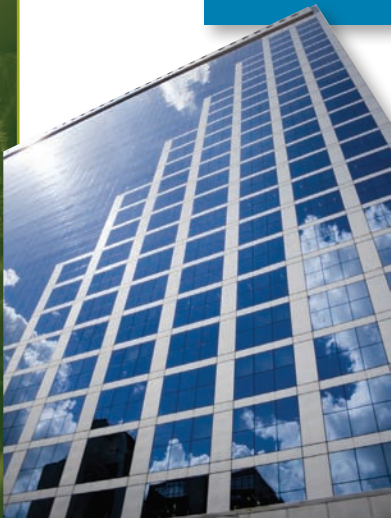


BUSINESS

BUSINESS GARBAGE & RECYCLING SERVICES

Office Paper Recycling

- Concord provides office paper roll-out recycling cart service to small businesses for free. Office paper generally includes white and pastel copy paper, letterhead, computer print-outs, envelopes, forms, manila folders, and post-it notes. Paperclips and staples are OK.
- Not acceptable: newspaper, magazines, fluorescent paper, paper bags, cups or plates, carbon paper and rubber bands.



- Recycling carts should be kept in a location that is easy for crew members to access.

Cardboard Recycling

- Concord also collects corrugated cardboard, free of charge, from commercial generators.
- Loose cardboard recycling is available for small quantities of piled, flattened cardboard.
- A crew member will help your business or organization determine if loose cardboard collection is appropriate.
- Organizations that generate 4 or more cubic yards of cardboard a week are provided an 8-yard dumpster to be emptied on a weekly basis.
- Organizations that generate 24+ cubic yards each week may be required to provide compaction equipment.

Commercial Roll-Out Garbage Cart Service (fee-based)

- Commercial roll-out garbage cart service for businesses, institutions, and non-profit organizations is available for a monthly fee under the following conditions:
 - The organization is not a part of a development where dumpster service is available.
 - The dumpster collection truck is unable to access the facility to empty a dumpster, including residence-based organizations.
 - The business is too small to require a dumpster and fronts on a public roadway.
 - Each building is limited to 3 roll-out garbage containers, irrespective of the number of commercial generators located in that building.
 - Only City of Concord roll-out containers are serviced.
 - For more information, call 704.920.5555.

Bulky Waste

- Service not available to businesses or organizations.

Yard Waste

- Service not available to businesses or organizations.

Commercial Roll-Out Recycling Cart Service

- Commercial roll-out recycling cart service is only available to commercial roll-out garbage customers.
- One 95-gallon recycling cart may be provided per roll-out garbage cart.
- Commercial roll-out recycling customers must comply with the same guidelines and restrictions as residential recycling customers.



DUMPSTER SERVICES IN DOWNTOWN BUSINESS DISTRICT

Locations

- Accessed via alley on west side of parking deck.
- Bicentennial parking lot dumpsters.

Guidelines for Use

- Use of dumpsters is a fee-based subscription service provided by the City.
- Fees vary based on the type and size of business.
- Monthly fees are applied to utility bills.
- Call the Customer Care Center at 704.920.5555 to schedule a meeting with a City representative to establish your fee and subscribe to this service.



Have More Questions?

Need an Additional Cart?

Have Bulky Waste to be Picked Up?

Need a Construction
Debris Container?

Call the
Customer Care Center
704.920.5555
or go to
concordnc.gov



850 Highway 601 South
Concord, NC 28026